TITLE: CUSTOMER SERVICES SUPERVISOR I-II

DEFINITION: Under direction, supervises a section of Customer Service Representatives.

DISTINGUISHING CHARACTERISTICS:

Grade Level I - Serves as a section supervisor and is responsible for all facets of

assigned program responsibility.

Grade Level II (T) - Performs the duties of the classification, and may supervise multiple

sections of Customer Service Representatives, and/or perform special

projects related to the Commercial Services Bureau.

EXAMPLES OF DUTIES:

Supervises employees assigned to section;

- Ensures efficient unit performance;
- Schedules and assigns work, evaluates work performance and assists in the resolution of employee grievances;
- Counsels and trains employees;
- Recommends the selection of employees for employment or promotion;
- Ensures that policies and procedures are appropriately and uniformly implemented;
- Coordinates computer scheduling, data entry and system enhancements;
- Reconciles records, safeguards funds and prepares reports and correspondence;
- Answers public inquiries and resolves complaints;
- Assists in preparation of section budget and monitors expenditures;
- Interprets and enforces applicable rules and regulations of the City;
- Performs other related duties as required.

MINIMUM REQUIREMENTS:

Open to classified City employees who have a total of three (3) years of seniority in the classification(s) of Customer Service Representative, License Inspector, Meter Reader, Clerk Typist and/or Service Representative;

One (1) year of experience acting in a lead or supervisory capacity over a section of Customer Service Representatives and/or Service Representatives.

Ability to exercise tact, judgment and patience in dealing with subordinates, client departments and the public.

HISTORY:

New classification created 9/1/84 by consolidating Service Representative Supervisor, Chief Cashier and License Supervisor classifications.

Grade level II to be deleted when current incumbents vacate positions.

Approval/Adoption Dates: 05/20/1998 Human Resources Department

06/10/1998 Civil Service Commission